

PLEASANT RIDGE MANOR
BOARD OF TRUSTEES MEETING AGENDA

June 7, 2018 5:00 p.m.

(Following Finance/Personnel)

1. Call to Order
2. Roll Call
3. Hearing of the Public **(3 minutes per person)**
4. Approval of Minutes – December 7, 2017
5. New Business
 - a. Executive Director's Report to the Board.
6. Other
7. Adjournment

8300 West Ridge Rd.
Girard, Pennsylvania 16417

ph. (814) 474-5521
fax (814) 474-2307

RESOLUTION NUMBER 63.2017

**Approving The Intergovernmental Transfer Agreement Between The
PA Department Of Human Services, The Office Of Long Term Living
And The County Of Erie**

WHEREAS, the County of Erie has reviewed the "Terms and Conditions" for participation in the Intergovernmental Transfer Agreement (IGT) between itself and the Pennsylvania Department of Human Services(DHS), Office of Long Term Living in order to provide the non-federal share of Medical Assistance payments to its nursing home, known as Pleasant Ridge Manor; and


WHEREAS, the County of Erie is willing to transfer \$4,935,493 in county revenues on the date agreed to by DHS and the Pennsylvania Coalition of Affiliated Healthcare and Living Communities (PACAH) to the Commonwealth for the eventual return of \$6,555,654, which includes the old MDOI, (Medical Assistance Day One Incentive) the new MDOI and the IGT payment; and

WHEREAS, the 2018 IGT Transfer will net \$1,620,161 in funds to cover the cost of care for the residents of Pleasant Ridge Manor; and


RESOLVED, THE COUNTY COUNCIL OF ERIE COUNTY consents to participate in the Intergovernmental Transfer Agreement with the Pennsylvania Department of Human Services, Office of Long Term Living, attached hereto as Exhibit A.

On the motion of Mr. Horton, seconded by Mr. Leone, this resolution

was passed on this 12th day of December, 2017 by a vote of 7 to 0.



Jay Breneman, Chairman
Erie County Council

APPROVED BY:


Kathy Dahlkemper
County Executive

Date: 12/15/17

ATTEST:


Douglas R. Smith
County Clerk

Date: 12-12-2017

UPDATED COUNTY SAFETY NET TIMELINE FY 2017-18

| | Action | Target Date | Date Completed |
|---|--|-------------|----------------|
| 1 | DHS sends IGT Agreements to PACAH to send to counties | 10/31/17 | 11/21/17 |
| 2 | Publish Public Notice | 11/30/17 | 1/6/18 |
| 3 | Counties return executed IGT agreements to DHS | 12/31/17 | 2/13/18 |
| 4 | DHS submits SPA to CMS | 12/31/17 | 1/17/18 |
| 5 | CMS Approval of the SPA | 3/31/18 | 3/12/18 |
| 6 | DHS distributes payment instructions & Certification Form (Exhibit A) | 4/11/18 | |
| 7 | Counties IGT funds to the State with signed Certification Form (Exhibit A) | 5/23/18 | |
| 8 | Remittance Advice sent | 6/4/18 | |
| 9 | DHS makes FFS Safety Net Payment | 6/13/18 | |

**PLEASANT RIDGE MANOR
EXECUTIVE DIRECTOR'S
MONTHLY REPORT**

DECEMBER 2017 – APRIL 2018

**Prepared and Presented By:
Robert V. Smith, NHA
Executive Director**

GENERAL INFORMATION
DECEMBER 2017 – APRIL 2018

EXHIBITS

- A. Resident Census
- B. Admission/Discharge Comparison
- C. Admission Statistics Report
- D. Worker's Compensation Report
- E. Statement of Revenue and Expense
- F. Other

RESIDENT CARE**II. ISSUES****A. OPERATIONS STATEMENT – YEAR END 2017, APRIL 30TH, 2018**

The net gain for the year ending 12/31/2017 was \$322,964 greater than budgeted / projected reflecting total revenue \$86,396 greater than projected, total expenses \$236,568 less than projected and the County Contribution of \$1,855,035.

As of 04/30/2018, our loss from operations was \$358,752 greater than projected reflecting total revenues \$364,684 less than projected due to census being less than projected and expenses \$5,932 less than projected.

We continue to explore and implement ways of improving the census while adjusting expenses to reflect the lower census and meeting the needs of our residents. Outside contracts with vendors are being reviewed and renegotiated to obtain cost effective pricing while assuring the quality and services that are required.

B. INTERGOVERNMENTAL TRANSFER (IGT) / COUNTY SAFETY NET

The County Transfer of \$4,935,493 was successfully completed on 05/23/2018. The return of \$6,555,654 is expected on 06/13/2018, netting a total of \$1,620,161 in supplemental funding. We were informed by PACAH that next year's supplemental payment will be increased by \$744,306 due to elimination of the County Share requirement and a more favorable split of the total net funds resulting from the transfer. (Currently 50% State, 50% Counties to 40% State, 60% Counties).

C. ANNUAL LICENSURE SURVEYS

The annual Department of Health licensure surveys have been completed resulting in the best results in a number of years. This is especially significant due to the changes in the regulations that were imposed by CMS, the number of policies and procedures that were required to be changed, and the staff education and training needed to assure compliance.

Our license will be renewed on/before June 30th, 2018.

D. CHANGE IN PENSION DESIGNATION

Attorney Joseph has made contact with a representative of the Pension Benefit Guarantee Corporation that may help to move the process forward. We were recently made aware that the IRS Advisory Committee on Tax Exemption and Government Entities will hold a public meeting on June 7th, 2018. Among the recommendations to be reported is the re-opening of the IRS Determination Letter Program. We will continue to keep the Board aware of progress in moving our request forward in the process.

E. CAPITAL PROJECTS

We have concluded that replacing the roof on the Boiler House is the best alternative and we will be finalizing the specifications and putting the project out for bids in the next few weeks.

A second project we will be undertaking is the construction of private restrooms adjoining resident rooms on three (3) of the four (4) ground floor units.

F. IMPROVED FIVE STATE RATING

We were recently made aware of improvements in our Five Star Rating used by CMS to rate Nursing Care Facilities. Our staff continues to work on areas in which we can improve.

G. PRM GOLF OUTING

The event is scheduled for Monday, August 13th, 2018 at the Lawrence Park Golf Club. Registration begins at 10 a.m. with a shotgun start at 11 a.m. and dinner at 5 p.m. Board members are invited to participate and support the event. It remains the major fundraiser for our volunteer organization. Proceeds directly benefit our residents.

H. AFSCME NEGOTIATIONS

We received notice from AFSCME of the intent to negotiate the current agreement that expires 12/31/18. Initial times and dates for negotiations are being made. Input from the Board is appreciated.

I. OTHER

Respectfully submitted,

Robert V. Smith, NHA

Robert V. Smith, NHA
Executive Director

RVS/les
Attachments
pc: Board of Trustees

PLEASANT RIDGE MANOR
EXECUTIVE SUMMARY - Resident Days
YTD Info as of: April, 2018

MONTH-TO-DATE DAY STATISTICS

| | >>> ACTUAL Days <<< | >>> BUDGET Days <<< | >>> DIFFERENCE <<< |
|----------------------------------|--|--|---|
| Private & Other | 419 | 870 | (451) |
| Medical Assistance | 7,349 | 7,200 | 149 |
| Medicare | 74 | 210 | (136) |
| Total Month-to-date | <u>7,842</u> | <u>8,280</u> | <u>(438)</u> |
| | | | |
| % of Occupancy | <u>87.1%</u> | <u>92.0%</u> | <u>-4.9%</u> |
| | | | |
| Average Residents per Day | <u>261</u> | <u>276</u> | <u>(15)</u> |

YEAR-TO-DATE DAY STATISTICS

| | >>> ACTUAL Days <<< | >>> BUDGET Days <<< | >>> DIFFERENCE <<< |
|----------------------------------|--|--|---|
| Private & Other | 2,709 | 3,480 | (771) |
| Medical Assistance | 28,998 | 28,800 | 198 |
| Medicare | 272 | 840 | (568) |
| Total Year-to-date | <u>31,979</u> | <u>33,120</u> | <u>(1,141)</u> |
| | | | |
| % of Occupancy | <u>88.8%</u> | <u>92.0%</u> | <u>-3.2%</u> |
| | | | |
| Average Residents per Day | <u>266</u> | <u>276</u> | <u>(10)</u> |

Residents per day WITH Hospital Days >> Year-To-Date

| | | | |
|------------------------------|-------------------|-------------------|--------------------|
| Average Hospital Days | <u>2</u> | <u>2</u> | <u>-</u> |
| | | | |
| Average With Hospital | <u>268</u> | <u>278</u> | <u>(10)</u> |

PLEASANT RIDGE MANOR
EXECUTIVE SUMMARY - Resident Days
YTD Info as of: December, 2017

MONTH-TO-DATE DAY STATISTICS

| | >>> ACTUAL Days <<< | >>> BUDGET Days <<< | >>> DIFFERENCE <<< |
|----------------------------------|---------------------|---------------------|---------------------|
| Private & Other | 815 | 682 | 133 |
| Medical Assistance | 7,317 | 7,533 | (216) |
| Medicare | 180 | 248 | (68) |
| Total Month-to-date | <u>8,312</u> | <u>8,463</u> | <u>(151)</u> |
| % of Occupancy | <u>89.4%</u> | <u>91.0%</u> | <u>-1.6%</u> |
| Average Residents per Day | <u>268</u> | <u>273</u> | <u>(5)</u> |

YEAR-TO-DATE DAY STATISTICS

| | >>> ACTUAL Days <<< | >>> BUDGET Days <<< | >>> DIFFERENCE <<< |
|----------------------------------|----------------------|----------------------|--------------------|
| Private & Other | 10,962 | 8,030 | 2,932 |
| Medical Assistance | 86,664 | 88,695 | (2,031) |
| Medicare | 2,333 | 2,920 | (587) |
| Total Year-to-date | <u>99,959</u> | <u>99,645</u> | <u>314</u> |
| % of Occupancy | <u>91.3%</u> | <u>91.0%</u> | <u>0.3%</u> |
| Average Residents per Day | <u>274</u> | <u>273</u> | <u>1</u> |

Residents per day WITH Hospital Days >> Year-To-Date

| | | | |
|------------------------------|-------------------|-------------------|-----------------|
| Average Hospital Days | <u>2</u> | <u>2</u> | <u>-</u> |
| Average With Hospital | <u>276</u> | <u>275</u> | <u>1</u> |

EXHIBIT B**ADMISSIONS COMPARISON****YEAR-TO-DATE**Periods beginning January 1st and ending December 31st

| | 2017 | 2016 | 2015 |
|-------------------------|-------------|-------------|-------------|
| INITIAL CONTACTS | 472 | 465 | 430 |
| ADMISSIONS | 244 | 246 | 234 |
| DEATHS | 102 | 94 | 114 |
| DISCHARGES | 146 | 149 | 188* |

DISCHARGE LOCATIONS**YEAR-TO-DATE**Periods beginning January 1st and ending December 31st

| | 2017 | 2016 | 2015 |
|--|-------------|-------------|-------------|
| HOME | 93 | 101 | 91 |
| OTHER NURSING HOMES | 11 | 10 | 66* |
| HOSPITALS | 30 | 30 | 28 |
| GROUP HOMES/WAIVER SHARE HOME | 9 | 7 | 2 |
| PERSONAL CARE | 3 | 1 | 1 |

2017**Percentage**

Percentage of completion from initial referral to admission

| | |
|-------------------------|-------------------|
| January | 47% |
| February | 45% |
| March | 70% |
| April | 62% |
| May | 50% |
| June | 65% |
| July | 32% |
| August | 58% |
| September | 52% |
| October | 62% |
| November | 55% |
| <u>December</u> | <u>31%</u> |
| Year End Average | 52.42 % |

EXHIBIT B**ADMISSIONS COMPARISON****YEAR-TO-DATE**Periods beginning January 1st and ending April 30th

| | 2018 | 2017 | 2016 |
|------------------|------|------|------|
| INITIAL CONTACTS | 143 | 167 | 131 |
| ADMISSIONS | 61 | 90 | 81 |
| DEATHS | 37 | 42 | 33 |
| DISCHARGES | 34 | 51 | 54 |

DISCHARGE LOCATIONS**YEAR-TO-DATE**Periods beginning January 1st and ending April 30th

| | 2018 | 2017 | 2016 |
|----------------------------------|------|------|------|
| HOME | 20 | 34 | 38 |
| OTHER NURSING HOMES | 5 | 4 | 4 |
| HOSPITALS | 7 | 9 | 10 |
| GROUP HOMES/WAIVER SHARE HOME | 2 | 2 | 1 |
| PERSONAL CARE | 0 | 2 | 1 |

2018**Percentage**

Percentage of completion from initial referral to admission

| | |
|------------------|----------|
| January | 50% |
| February | 44 % |
| March | 34% |
| April | 45% |
| May | % |
| June | % |
| July | % |
| August | % |
| September | % |
| October | % |
| November | % |
| <u>December</u> | <u>%</u> |
| Year End Average | % |

ADMISSIONS/SOCIAL SERVICES STATISTICS REPORT 2018

| | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|----------------------------|--------|--------|--------|--------|-----|-----|-----|-----|-----|-----|-----|-----|
| Initial Contacts | 36 | 32 | 39 | 36 | | | | | | | | |
| Admission | 18 | 14 | 13 | 16 | | | | | | | | |
| Discharges | 12 | 3 | 12 | 7 | | | | | | | | |
| Deaths | 4 | 11 | 14 | 8 | | | | | | | | |
| End of the Month Census | 274 | 273 | 261 | 262 | | | | | | | | |
| Average Daily Census | 274 | 274 | 265 | 264 | | | | | | | | |
| Average Month's Occupancy | 90.8% | 90.8% | 88.40% | 88.0% | | | | | | | | |
| Budgeted Daily Census | 278 | 278 | 278 | 278 | 278 | 278 | 278 | 278 | 278 | 278 | 278 | 278 |
| Budgeted Month's Occupancy | 92.67% | 92.67% | 92.67% | 92.67% | | | | | | | | |

[illegible]

2017 TOTAL END OF YEAR:

| | | | |
|--------------------------|------------|--------------------|------------|
| Initial Contacts: | 472 | Discharges: | 146 |
| Admissions: | 244 | Deaths: | 102 |

Average End of Moth Census: 275.66

Year End Average Daily Census: 275.75

Year End Average Monthly Occupancy: 91.86 %

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| INCIDENT LOCATION 2017 | | | | | | | | | | | | | |
| Administrative Support | | 1 | | | | | 1 | | 1 | 3 | | | 6 |
| Activities | | | 1 | | | | | 2 | | | | | 3 |
| Dietary | 3 | | 1 | | | 1 | 1 | | 1 | 1 | | | 8 |
| Hskpg/Laundry | | | 1 | | 1 | | | | 1 | | | | 3 |
| Maintenance | 1 | | 1 | | | | | | | | | | 2 |
| Nursing | 6 | 8 | 8 | 9 | 10 | 3 | 3 | 5 | 7 | 8 | 7 | 6 | 80 |
| TYPES OF INJURY | | | | | | | | | | | | | |
| Needlestick | | | | | | | | | | | | | TOTAL 0 |
| Strain/Sprain | 4 | 5 | 4 | 2 | 4 | 3 | | 1 | 1 | 6 | 3 | | 33 |
| Burns | | | | | | | | | | | | | 0 |
| Contusion/Bruises | 5 | 3 | 8 | 6 | 5 | 1 | 4 | 3 | 7 | 4 | 3 | 4 | 53 |
| Cuts/Lacerations | | | | | | | | 1 | | | | | 1 |
| Skin/Chemical Rash | | | | | | | | | | | | | 0 |
| Minor Scratch/Other | 1 | 1 | | 1 | 2 | | 1 | 2 | 2 | 2 | 1 | 2 | 15 |
| Pain (Cause Unknown) | | | | | | | | | | | | | 0 |
| No Injury | | | | | | | | | | | | | 0 |
| Fracture | | | | | | | | | | | | | 0 |
| Eye Injury | | | | | | | | | | | | | 0 |
| TOTAL PRM INCIDENTS | 10 | 9 | 12 | 9 | 11 | 4 | 5 | 7 | 10 | 12 | 7 | 6 | TOTAL 102 |
| LOST TIME INCIDENTS | 3 | 2 | 5 | 1 | 2 | 2 | 0 | 0 | 0 | 2 | 1 | 0 | TOTAL 18 |
| LOST TIME DAYS (By Month) | 31 | 9 | 65 | 0 | 21 | 48 | 0 | 0 | 0 | 10 | 6 | 0 | TOTAL 190 |
| LOST TIME DAYS PREVIOUS CLAIMS | 31 | 58 | 62 | 73 | 57 | 54 | 36 | 2 | 0 | 0 | 30 | 31 | TOTAL 434 |
| TOTAL PRM LOST DAYS | 62 | 67 | 127 | 73 | 78 | 102 | 36 | 2 | 0 | 10 | 36 | 31 | TOTAL 624 |
| OSHA RECORDABLE INCIDENTS | 3 | 2 | 5 | 1 | 4 | 3 | 0 | 1 | 0 | 3 | 1 | 1 | TOTAL 24 |

[illegible]

EXHIBIT E

Fin-SmtBoard ReportsBOT-20xx.xls

| Description | Actual | Budget | Difference | Actual | Budget | Difference |
|---|------------------|------------------|----------------|--------------------|--------------------|------------------|
| >>>>>>> Current Period <<<<<<< | | | | | | |
| Resident Service Revenue: | | | | | | |
| Net Room & Board Revenue | 2,021,784 | 2,245,057 | 662,682 | 26,165,817 | 26,308,571 | (142,754) |
| Net Ancillary Revenues | 176,971 | 201,274 | (24,303) | 2,588,965 | 2,377,900 | 191,065 |
| Resident Service Revenues | 2,198,755 | 2,446,331 | 638,379 | 28,734,782 | 28,686,471 | 48,311 |
| Other Revenues: | | | | | | |
| Misc. Operating Revenue | 4,074 | 6,650 | (2,576) | 71,974 | 79,800 | (7,826) |
| Interest on Funds | 974 | 358 | 616 | 35,170 | 4,300 | 30,870 |
| Donations & Grants | 0 | 0 | 0 | 15,041 | 0 | 15,041 |
| Net Capital Transfers | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Other Revenues | 5,048 | 7,008 | (1,960) | 122,185 | 84,100 | 38,085 |
| TOTAL REVENUES | 2,203,803 | 2,453,339 | 636,419 | 28,856,967 | 28,770,571 | 86,396 |
| Expenses: | | | | | | |
| Salaries & Wages | 1,229,596 | 1,203,555 | 26,041 | 14,394,830 | 14,170,873 | 223,957 |
| Fringe Benefits | 825,273 | 830,619 | (5,346) | 9,600,591 | 9,946,637 | (346,046) |
| Other Operating Expenses | 460,440 | 461,290 | (850) | 5,502,028 | 5,629,298 | (127,270) |
| Depreciation, Insurance & Interest Expense | 95,842 | 73,233 | 22,609 | 891,589 | 878,798 | 12,791 |
| TOTAL EXPENSES | 2,611,151 | 2,568,697 | 42,454 | 30,389,038 | 30,625,606 | (236,568) |
| Gain <Loss> from Operations | (407,348) | (115,358) | 593,965 | (1,532,071) | (1,855,035) | 322,964 |
| County of Erie General Fund Transfer | 154,586 | 154,586 | 0 | 1,855,035 | 1,855,035 | 0 |
| Net Gain <Loss> | (252,762) | 39,228 | 593,965 | 322,964 | 0 | 322,964 |
| >>>>>>> Year-To-Date <<<<<<< | | | | | | |

**PLEASANT RIDGE MANOR
STATEMENT OF REVENUES & EXPENSES**

UNAUDITED @ APRIL 30, 2018

| Description | >>>>>> Current Period <<<<<<< | | | >>>>>> Year-To-Date <<<<<<< | | |
|---|-------------------------------|------------------|------------------|-----------------------------|-------------------|------------------|
| | Actual | Budget | Difference | Actual | Budget | Difference |
| <u>Resident Service Revenue:</u> | | | | | | |
| Net Room & Board Revenue | 1,966,819 | 2,166,032 | (199,213) | 8,145,121 | 8,662,371 | (517,250) |
| Net Ancillary Revenues | 244,393 | 214,186 | 30,207 | 996,343 | 843,682 | 152,661 |
| Resident Service Revenues | 2,211,212 | 2,380,218 | (169,006) | 9,141,464 | 9,506,053 | (364,589) |
| <u>Other Revenues:</u> | | | | | | |
| Misc. Operating Revenue | 5,984 | 5,750 | 234 | 21,373 | 23,000 | (1,627) |
| Interest on Funds | 1,329 | 692 | 637 | 4,296 | 2,764 | 1,532 |
| Donations & Grants | 0 | 0 | 0 | 0 | 0 | 0 |
| Net Capital Transfers | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Other Revenues | 7,313 | 6,442 | 871 | 25,669 | 25,764 | (95) |
| TOTAL REVENUES | 2,218,525 | 2,386,660 | (168,135) | 9,167,133 | 9,531,817 | (364,684) |
| <u>Expenses:</u> | | | | | | |
| Salaries & Wages | 1,188,806 | 1,176,250 | 10,556 | 4,789,919 | 4,713,026 | 76,893 |
| Fringe Benefits | 813,815 | 795,796 | 18,019 | 3,307,303 | 3,303,168 | 4,135 |
| Other Operating Expenses | 461,412 | 487,873 | (26,461) | 1,867,133 | 1,943,244 | (76,111) |
| Depreciation, Insurance & Interest Expense | 81,190 | 79,539 | 1,651 | 307,308 | 318,157 | (10,849) |
| TOTAL EXPENSES | 2,545,223 | 2,541,458 | 3,765 | 10,271,663 | 10,277,595 | (5,932) |
| Gain <Loss> from Operations | (326,698) | (154,798) | (171,900) | (1,104,530) | (745,778) | (358,752) |
| County of Erie General Fund Transfer | 164,208 | 164,208 | 0 | 656,831 | 656,831 | 0 |
| Net Gain <Loss> | (162,490) | 9,410 | (171,900) | (447,699) | (88,947) | (358,752) |

FROM THE DESK OF
MERLE AND PHOEBE WOOD

Rec'd 12/31/17
EXHIBIT F

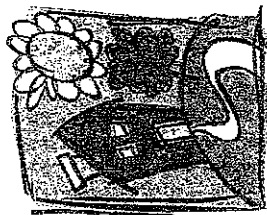
DEAR BOB;

ONCE AGAIN I WANT TO THANK
YOU AND YOUR FELLOW EMPLOYEES
FOR THE GENEROUS CONTRIBUTION
I RECEIVED ON TIMES OLD NEWSIES
DAY. MANY TIMES YOU HAVE BEEN
FAITHFUL IN HELPING US SERVE
THE NEEDY IN ERIE COUNTY.
THIS YEAR WE WILL BE ABLE
TO SUPPORT 2,600 FAMILIES
FOR FOOD TO EAT OVER THE
HOLIDAYS. MAY YOU AND YOUR
EMPLOYEES HAVE A MERRY
CHRISTMAS AND A HAPPY
NEW YEAR. HOPE TO SEE YOU
IN DEC. OF 2018.

SINCERELY

Merle Wood

5110 DEERFIELD DRIVE
FAIRVIEW, PA 16415
814-836-9904



Your kindness
may seem
simple to you,
but it means
everything to me.

Thanks Again!

The Professional My
Mom RECEIVES IS PRICELESS
PRICELESS

2/6/10

Unit 4
12/18/17

STAFF OF PLEASANT
RIDGE MAVOR

THANK YOU FOR GIVING

MY MOTHER, HERSELF THE
NICOTRA, SUCH WONDERFUL
CARE EVERYONE WAS SO
KIND & CARING TO ANY

MAN YOU MADE MY MOTHER
CAN FORGETTABLE & PLEASE FOR
RIGHT TO THE END

THANKS FOR BEING
HIS FRIENDS

LIZ & DAN NICOTRA

Rec'd 2/20/88
EXHIBIT F 8

Your kind expression of sympathy
is deeply appreciated and
gratefully acknowledged
by the family of
Dr. W. D. Lemke

Dear Staff Members,

Thank you so much for
your prayers and concern for Dr. L
and his family during this sad time.

Such a big part of his
life was devoted to "P.R." it gave
him such satisfaction along with him
providing "loving" care to the residents.

I'm touched by your gifts
and hundreds of condolences from staff.
So many great stories will bring a smile
to my heart — Bless each and every one of you
Gladie + Family

TO: All PRM employees

We received this message on our website on Monday, May 14th, and want to share it with you.

Message: AN OPEN LETTER TO THE STAFF AT C LEVEL OF PLEASANT RIDGE

I first came in contact with the staff at Pleasant Ridge about 10 years ago when my brother Clyde was a resident. I remember how well he was taken care of and the nice people who worked there.

Now, 10 years later my wife is a resident of your facility. Any of you that know me know that Trish is the love of my life and her well being is always on my mind.

The Staff, the people who work with Trish on a daily basis are and are the ones I come in contact with and am referring too. The Nurses, Nurses Assistants, Doctors, Laundry, Maintenance, Occupational Therapy, Physical Therapy and House Keeping. This is not to forget the People on the first floor who are always working in the background who silently do a great job to make Pleasant Ridge a better place. These wonderful people who show their professionalism and compassion on a daily basis are the ones I'm talking about. I'm going to refer to all as the "Staff" from here on.

The care Trish receives is exemplary and timely always. I ask her about the care she receives on a daily basis and She always answers positively about it. My own contact with the "Staff" on an almost daily basis is also very positive. They always take time to greet me and acknowledge my presence with a smile and a warm hello.

My contact regarding Trish's health pertaining to anything medical is also addressed by the Doctors and Nurses on a daily basis. They will and have addressed a medical problems before I was even aware of it.

2017 was a very bad year for Trish and me. We lost our daughter in May and Trish had a severe stroke in June. I thought I had lost everything I held dear in my life. (I still have a great son who is very important in my life.) I believe that Pleasant Ridge brought back my love to me. Trish still has a long way to go to fully recover from her stroke. I'm very very grateful to have this much of Trish returned to Doug (my son) and myself. Without Pleasant Ridge's great care and therapy I wouldn't be writing this letter today.

Thank you all very much and may God bless you.

Bruce Eaton

I have not mentioned any names on purpose. To elevate one person above another would be unfair when everyone I've discussed above deserves praise.